GENERAL SERVICES ADMINISTRATION Washington, DC 20405

October 7, 1992

FIRMR BULLETIN C-34

TO: Heads of Federal agencies SUBJECT: Video Teleconferencing and use of Federal information processing (FIP) audiovisual and telecommunications resources

- 1. Purpose. This bulletin provides information and guidance to help agencies acquire and use FIP audiovisual and telecommunications resources for video teleconferencing.
- 2. Expiration date. This bulletin contains information of a continuing nature and will remain in effect until canceled.

3. Contents.

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4. Related material.

OMB Circular A-130, Management of Federal Information Resources.

FIRMR Subchapter C, Management and Use of Federal Information Processing Resources.

FIRMR Bulletin C-1, Sharing Telecommunications Resources.

FIRMR Bulletin C-3, Federal ADP and Telecommunications Standards Index.

FIRMR Bulletin C-8, Information Accessibility for Employees with Disabilities.

FIRMR Bulletin C-10, Telecommunications Accessibility for Hearing and Speech Impaired Individuals.

FIRMR Bulletin C-15, Mandatory Local Telecommunications Services

FIRMR Bulletin C-18, Federal Telecommunications System 2000 (FTS2000).

5. Information and assistance.

a. Additional information on the content of this bulletin may be obtained from:

General Services Administration

Regulations Analysis Division (KMR)

18th and F Streets, NW

Washington, DC 20405

Telephone: FTS/Commercial (202) 501-3194 (v) or

FTS/Commercial (202) 501-0657 (tdd)

b. For more information on FTS2000 Data and Video

Transmission Services available, please contact the appropriate agency GSA Service Oversight Center (SOC) at the address below:

GSA Service Oversight Center for Network "A"

Customer Service Branch

7980 Boeing Court

Vienna, VA 22182-3988

Telephone: FTS/Commercial (703) 760-7530 (v)

GSA Service Oversight Center for Network "B"

Customer Service Branch

13221 Woodland Park Drive

Herndon, VA 22071-3022

Telephone: FTS/Commercial (703) 904-2923 (v)

6. Definitions.

"Teleconference" means a conference between persons remote from one another, linked by a telecommunications system. The conference is supported by audio and/or video communication equipment that enables the live exchange of information among remotely located persons and machines.

"Audiovisual activities" within an organization means those activities or functions employing one or more individuals whose principal job is to provide an audiovisual service, produce or acquire audiovisual productions, or manage audiovisual resources which include equipment, budgets, facilities, personnel, supplies, and accessories.

"Audiovisual equipment" means those FIP resources used for the recording, production, reproduction, processing, broadcasting, distribution, storage, or exhibiting of audiovisual products.

"Audiovisual facility" means a building, or space within a building, owned or operated by the Government which houses an audiovisual activity.

7. Acronyms.

ANSI American National Standards Institute

CCITT Consultive Committee for International Telegraphy and Telephony

CPE Customer premises equipment

CVTS Compressed video transmission service

DCWV Digitally compressed wideband video

DES Data encryption standard

DMP Dynamic multipoint

DTS Dedicated transmission service

FIP Federal information processing

FIPS Federal Information Processing Standards

ISDN Integrated services digital network

KBPS Kilobits per second

MBPS Megabits per second

NIST National Institute of Standards and Technology

OMB Office of Management and Budget

SDIS Switched digital integrated service

SDS Switched data service

SOC Service oversight center

WVTS Wideband video transmission service

8. General.

- a. Video teleconferencing has been successfully used in the Federal Government to enhance communication and decision-making. It is used for management briefings, program reviews, training, education, employee interviews, and just about any situation where geographically separated persons or groups can communicate interactively by audiovisual means. It can benefit agencies by reducing response time, shortening project cycles, enhancing the quality of meetings, increasing productivity, providing economy of operations, and improving the decision-making process.
- b. Recent technological developments have resulted in improved video teleconferencing products. Video teleconferencing equipment and transport costs have also been reduced in recent years. These factors have made electronic meetings available to more users; and those users are becoming more comfortable with the capability and technology.
- c. Several levels of video teleconferencing systems with wide ranges of sophistication are currently available. The systems vary from desktop configurations of some type (e.g. video phone, desktop video unit, etc), to modular or portable rollabout video equipment and transportable ready-made units, to a fully customized built-in system in a specially designated room (such as a studio).
- d. Individual agency requirements will dictate the particular video teleconferencing equipment necessary to accomplish the functions and operations desired by the agency (customer). The minimally necessary equipment components are generally a video codec, camera, control system, display equipment, audio system, a microphone, television monitor(s), and appropriate telecommunications interfaces.
- 9. Video teleconferencing planning considerations. Agencies should assess their needs carefully and consider the following factors when planning to acquire or use video teleconferencing resources, including those assets provided by contractors:
- a. Policy. Video teleconferencing assets are FIP resources governed by information resources management policies and principles in OMB Circular A-130. Fundamental FIP resource management, as described in the FIRMR, requires effective supervision of all FIP assets, which include audiovisual and video teleconferencing resources. Successful video teleconferencing ventures require detailed planning, a written policy, sound personnel management practices, effective training programs, periodic risk analysis, periodic review and certification, and contingency planning.

b. Basic requirements. It is important that agencies identify, justify, and include all audiovisual requirements when preparing the specifications for video teleconferencing services. Factors that must be addressed include the video equipment required for each type of installation, the frequency of use, number of participants, and alternative choices available. Existing Government contracts with video teleconferencing systems and services should be considered as excellent sources of acquisition for video equipment, components and parts.

Additional factors to consider include items such as room location, configuration, equipment and accessibility; size and projected use; power sources; lighting and acoustics aspects; budget and cost; site surveys; CPE and service requests. There are several video teleconferencing data transmission services available and agencies should consider the various options for the video teleconferencing systems they intend to implement. The use of transportable video systems may be cost efficient and with dial-up service offers much flexibility. A benefit/cost analysis should be made to determine the most effective and economical option for telecommunications transmission services, facilities, and video teleconferencing equipment alternatives.

- c. Mandatory GSA services. In accordance with FIRMR Subpart 201-24.1 and GSA's mandatory-for-use telecommunications programs, agencies shall use the Federal Telecommunications System 2000 (FTS2000) network for voice, data, and video transmission services within the scope of FTS2000. In accordance with FIRMR procedures, agencies must request and obtain approval from GSA for an exception to acquire these services from other than the FTS2000 network.
- d. Standards. Agency acquisitions should include requirements for adherence to applicable standards throughout the life cycle. The standards will ensure compatible video teleconferencing equipment which will allow agencies to interface and interoperate with other facilities. Agencies should use video teleconferencing and video compression equipment which supports an open network architecture.

Federal Information Processing Standards (FIPS) are scheduled to be published this year for video teleconferencing equipment. Until their issuance, the ANSI and international standards adopted by CCITT should be used. The FIPS are mandatory for agency use when they are approved and published by NIST.

Some standards for video teleconferencing operations are in place and others are still being established. Standards are necessary for the coding of video signals (video codecs); frame structure and signalling; methods for establishing communication between audiovisual terminals; and for control and indication signals. An overall video transmission standard that incorporates and invokes the other standards is also being developed.

For specific information on video teleconferencing standards, contact the National Communications System (NCS), Office of Technology and Standards, at FTS/Commercial (703) 692-2124.

e. Interoperability. The interoperability of video teleconferencing systems must be considered in agency planning and implementation. Agencies may need to communicate with other Federal agencies and to external non-governmental organizations (public and private), nationwide and worldwide. Agencies should consider interoperability of video, audio, graphics, and data equipment at each location in order to exchange information.

Since video teleconferencing standards for compressed video transmission are still evolving, attempts to interconnect video teleconferencing equipment (codecs) from different codec manufacturers should only be done using codec equipment which complies with CCITT standard H.261. This international video conference standard should provide compatibility between codecs and allow video interoperability.

f. Shared use of FIP resources. Agencies must comply with FIRMR Subpart 201-21.4 regarding the shared use of FIP resources. Sharing of FIP resources, such as video teleconferencing facilities and telecommunications resources, is a feasible alternative which can substantially reduce costs and provide desired capabilities to agencies in the surrounding vicinity.

Factors to consider when deciding whether to share another agency's facility are the capabilities of the site to meet agency unique video teleconferencing needs and the distance or travel involved for agency participants. To assist agencies interested in sharing established video teleconferencing facilities, locations of Federal agencies which have video teleconferencing facilities that may be available for use are included in the Attachments.

- g. Accessibility. Agencies must consider the needs of telecommunications accessibility for individuals with disabilities. FIRMR Bulletins C-8 and C-10 provide some guidelines and general information on this subject. These include techniques such as signing, captioning, teletext and large monitors to accommodate users with disabilities.
- (1) When using compressed video, data transmission speeds of 768 kbps or higher are necessary for individuals with hearing impairments to lip read and read sign language satisfactorily. If these individuals participate in video conferences conducted at data speeds below 768 kbps, consideration should be given to having an interpreter or the use of captioning in the video display.
- (2) Most accessibility requirements can be satisfied by using video services and facilities and audio and video communications which are presently available. For additional information on this subject, contact GSA's Office of Regional Liaison and IRM Management (KL) at FTS/Commercial (202) 501-0308. The TDD number is FTS/Commercial (202) 501-2860.
- 10. Implementation of video teleconferencing. Following are some factors that agencies should consider in the implementation and operation of video teleconferencing facilities:
- a. Video teleconferencing management. After the video teleconferencing facility has been established, procedures should be established for scheduling use of the facility, call set-up, arranging for video teleconferences, and making sure all telecommunications are operational. A facility (or site) coordinator may be required to handle such matters as arranging for the type of teleconference desired, controlling access to the teleconference, and rearranging the room after each meeting. Some other teleconference management functions must be considered in operating audiovisual facilities and in support of video teleconferencing (e.g., having a moderator to control the conference and adhere to an agenda and time schedule, security of the information being discussed, personnel support staffing, etc.).
- b. Training. Training should be a major component of any video teleconferencing program. Adequate training ensures that the system is managed and operated properly, thus assuring satisfied users. Training requirements should be addressed for the operational management and maintenance needs of the agency's video teleconferencing program.

- (1) The level of training required is dependent upon the task being performed. Implementation of video teleconferencing systems is complex and the implementors should have a technical understanding of digital video transmission methods, video codec technology, and video teleconferencing facility equipment. Training for video teleconferencing facility managers, operators or attendants normally requires understanding of the operation of the video teleconferencing equipment, and the process for establishing video teleconferences.
- (2) The training provided should create an awareness of the risks involved in maintaining costly FIP video teleconferencing systems, the importance of security and the safeguards involved with transmitting classified or sensitive data, and identify some of the problems which could result from inadequate training.
- c. Audits and evaluation. Agencies should perform periodic audits and risk analyses to evaluate the adequacy of video teleconferencing systems, including those operated by contractors. The evaluation or performance monitoring should be done when the site is fully operational, or at least within two years, and include an examination of video teleconferencing security operations; a verification and validation of the adequacy of physical and technical controls; a review of administrative controls; and the costs involved for maintaining the system. Uneconomical operations should be terminated.
- d. Continuity of operations. Agencies with critical video teleconferencing requirements should develop a contingency plan and identify alternative sites or services or develop an agreement to use an alternate facility in the event of an emergency.
- 11. Video teleconferencing technology. Video teleconferencing technology is rapidly evolving to keep pace with technical advancements in video teleconferencing components. Full motion video images require transmission of far more information than still video images and therefore require a wider bandwidth transmission. The transmission of video signals has also vastly improved. Video teleconferencing systems operate on both satellite and terrestrial transmission systems. Current services include compressed video and wideband video service.
- a. Compressed video teleconferencing. Compressed video offers near full motion video at various resolutions and can be furnished at data rates ranging from 56 kbps to 1.544 mbps offering the user alternatives of video quality. Compressed video technology transmits video, audio, and data signals and will support encryption.

- (1) Compressed video uses a "codec" which is the interface between an agency's video facility and a digital network facility. Codec is the abbreviation for a compressed video coder/decoder equipment unit, which encodes data transmission to, and decodes data transmission from, a remote transmitting facility.
- (2) Compressed video conferences are generally conducted on the basis of point-to-point interactive two-way video and audio between the originator and a single receiving site. There is also point-to-multipoint which offers similar service, and more recently "dynamically" controlled multipoint.
- (3) Dynamic multipoint (DMP) is capable of video and audio interaction among three to twelve distant locations. Usually, when one location is speaking, all other multipoint rooms can see that location. When another location speaks, all rooms are dynamically switched to that speaker. DMP video is considered "interactive" and its use is excellent for project meetings, fact finding, and problem resolution.
- b. Wideband video teleconferencing. Wideband video offers commercial network television quality, high resolution, full color, and full motion video conferences with audio capabilities. Wideband video is an analog satellite based service and offers services similar to compressed video; however, the overall result provides a better quality product.
- (1) Wideband (satellite) video is considered "disseminational", in that its architecture is ideal for disseminating information from one location to many. Wideband video is ideal for distance learning and is often used for training. The number of receive locations is not confined by technology; unlimited numbers of locations can be made capable of receiving satellite programming.
- (2) There are two forms of satellite services offering network quality transmissions. They are C-band and Ku-band. C-band signals can be broadcast to a wide area; however, the signals are weak and require large, expensive earth station antennas. Ku-band signals are stronger than C-band signals. They require smaller less expensive antennas, and they offer television network quality video. A broadcast studio facility is normally used to display video information. An uplink, full transponder, and downlinks are required to use the video service.

- (3) A technological improvement for wideband video transmission involves digital compression in satellite transmission to expand the channel capacity. Digitally compressed wideband video (DCWV) is this new technology. It compresses a video signal in such a manner that up to six broadcast quality signals can occupy the 45 mbps bandwidth. The DCWV capability can provide significant savings in satellite fees. Digital encoding and decoding equipment is required to use the DCWV service.
- 12. FTS2000 video and data transmission services. FTS2000 offers two video transmission services and several data transmission services for the transmission of video signals.

 The two video transmission services of FTS2000 are Compressed Video Transmission Service (CVTS) and Wideband Video Transmission Service (WVTS). The FTS2000 video transmission services provide video signals to the FTS2000 Service Delivery point. When using FTS2000 CVTS the codec is included in the video service.

 There are three data transmission services of FTS2000 that can be used to transmit video signals; they are Dedicated Transmission Service (DTS), Switched Data Service (SDS), and Switched Digital Integrated Service (SDIS). These three FTS2000 data transmission services are not interoperable. When using the data transmission services of FTS2000 for compressed video transmission, the agency is required to furnish codecs to derive the required video signals.

Agencies should select the FTS2000 transmission service that best meets their needs. If an agency requires a complete video transmission service, FTS2000 CVTS or FTS2000 WVTS should be selected. If an agency requires only a data transmission service for video transmission, the agency will be required to provide the codecs and FTS2000 DTS, SDS, or SDIS should be selected. The agency has responsibility for overall maintenance and operation of the video equipment at the agency facility. The FTS2000 technical services available for video or data transmission services are listed in the FTS2000 Reference Guide (for Network A or B).

a. FTS2000 video transmission features include both CVTS and WVTS; one-way point-to-point and multi-point with audio return; two-way point-to-point interactive; and dynamic multipoint interactive. Both FTS2000 CVTS and WVTS require reservations on the FTS2000 network. Some agencies may also need bridging/set-up services, and/or real-time trouble-shooting services. Agency requirements should be discussed with the respective FTS2000 service provider when making reservations.

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- (1) FTS2000 CVTS operates at 384 kbps on Network "A" and 768 kbps on Network "B". FTS2000 CVTS is a video service that transmits near full motion images. It also has text and graphics transmission capabilities and can be encrypted.
- (2) FTS2000 WVTS is an analog satellite-based service that operates at six mega hertz and transmits full motion television quality video.
- b. FTS2000 SDS is a method of transmitting video in increments of 56 or 64 kbps on a "dial-up" basis. Potential FTS2000 SDS users should assess their requirements and research the capabilities of FTS2000 SDS for their particular application. Agencies choosing SDS for video transmission will be responsible for furnishing the codec and the other video terminal equipment. It should be noted that FTS2000 SDS and FTS2000 CVTS are not interoperable transmission services.
- c. Switched voice service is primarily used to supplement video teleconferencing. It provides an audio connection and supports audio conferencing arrangements such as meet-me; pre-set; add-on; or attendant assisted.
- d. FTS2000 SDIS is an access method of aggregating video, voice, and data transmissions on a single digital facility. SDIS can substantially lower the cost of video services on the FTS2000 network. Potential video users are encouraged to contact their respective FTS2000 SOC customer service representative for additional information.
- e. FTS2000 DTS is the point-to-point private line transmission of video, voice and data on the FTS2000 network. It includes voice grade and analog data transmissions up to 4.8 kbps and at 9.6 kbps; and full-duplex, synchronous, digital data transmissions from 9.6 to 1,544 kbps.
- 13. Video teleconferencing and telecommunications security.
- a. Administration and control. Effective audiovisual administration involves activities that ensure the system remains available for agency use and protects classified and sensitive information system resources. Agencies should maintain a physical environment for their audiovisual and video teleconferencing FIP resources which ensures the safety of personnel, the safeguarding of the physical assets of the facility, while effectively supporting the facility's mission. All video teleconferencing sites must meet building and safety codes and have fire protection systems and safeguards.

- b. Audio. Audio portions of video teleconferencing may be compromised by interception of terrestrial or satellite microwave links or crosstalk in the network. Agencies must provide cryptographic protection for classified and sensitive voice, data, and facsimile communications.
- c. Video. The unauthorized interception of satellite and cable video signals is a significant problem. Microwave video signals are more easily intercepted than buried cable signals. All airborne transmissions should use the Data Encryption Standard (DES) to preclude illegal interception of sensitive transmissions. While fiber optic cables are not as vulnerable to intrusion, their signals can also be intercepted. "Scrambling" of video signals is widely used to deter video piracy. The use of scramblers does not provide adequate security for classified or sensitive video telecommunications due to the weak cryptography (encryption) used, and the availability of decoders to unauthorized users. The use of approved cryptographic devices or DES, which meet Federal guidelines and procedures, provides protection for digital channels telecommunications transmissions. DES is a built-in feature of some video teleconferencing equipment.
- d. Protection of classified or sensitive data. Currently, cryptography is the primary means for protecting teleconferencing and telecommunications systems. Appropriate cryptography should be used to protect both classified and sensitive video and audio signals when they are transmitted. Examples of telecommunications components where cryptography is incorporated include: secure telephones, secure ISDN, secure facsimile, secure data transmission, and secure video teleconferences.
- e. Agency security office. For additional information concerning telecommunications security and available cryptographic capabilities, contact your agency security office to ensure compliance with Governmentwide and agency policy and regulations.

THOMAS J. BUCKHOLTZ Commissioner Information Resources Management Service

VIDEO TELECONFERENCING FACILITY LOCATIONS

The audiovisual locations in this and the following attachments have video teleconferencing facilities that may be available for use by other agencies on an as-available basis. Interested agencies should contact the listed agency point of contact or room coordinator to schedule a video teleconferencing requirement. All phone numbers listed are commercial numbers. The requesting agency may be billed for the facility, telecommunications usage, and any other administrative charges incurred for the service. A vital component in sharing facilities is the ability to ensure accurate billing to the guest agency. Special FTS2000 procedures to simplify payment and reduce the burden of agency-to-agency cross billing may allow special third party billing for a guest agency when using the host agency's facility.

In addition to the network A and B agencies listed in attachment A and B, SOC A in Vienna, VA, and SOC B in Herndon, VA, each have a video conference room at their SOC location which has the capability to communicate with either network. The SOC contact information is in paragraph 5(b) of this bulletin.

Agencies that would like to have facilities added to the attachment or make any changes should contact GSA's Regulations Analysis Division at the address or phone number in paragraph 5(a) of this bulletin.

Attachment A

FTS2000 NETWORK A - VIDEO TELECONFERENCE LOCATIONS (BY AGENCY)

DEPARTMENT OF AGRICULTURE (USDA)

WASHINGTON, DC

USDA HQ, South Bldg, Room 1609

14th Street & Independence Avenue, SW, Washington, DC 20250

AGENCY POC, Ofc of Public Affairs, Rick McManey, (202) 720-5368

FORT COLLINS, COLORADO

USDA National Computer Center, Credit Bldg, Room 133

3825 East Mulberry Street, Fort Collins, CO 80524

AGENCY POC, OIRM, Nat Comp Ctr, Sherman Gallatin, (303) 498-2000

KANSAS CITY, MISSOURI

USDA National Computer Center, Room 106

8930 Ward Parkway, Kansas City, MO 64114

AGENCY POC, OIRM, Nat Comp Center, Robert Schrick, (816) 926-2373

ROSSLYN, VIRGINIA

USDA Forest Service, CS&T, 7th Floor, Room 703

1621 North Kent Street, Rosslyn, VA 22193

AGENCY POC, USDA Forest Service HQ, Karen Obye, (703) 235-3125

MISSOULA. MONTANA

USDA Forest Service, Region 1

Federal Building, Missoula, MT 59807

AGENCY POC, USDA Forest Svc, Region 1, Jim Reed, (406) 329-3395

DEPARTMENT OF ENERGY (DOE)

GERMANTOWN, MARYLAND

US DOE, Headquarters

19901 Germantown Road, Germantown, MD 20585

AGENCY POC, DOE HQ, Germantown, MD, Don Jordan, (301) 903-3780

PADUCAH. KENTUCKY

US DOE, Building C-100

Paducah, KY 42001

AGENCY POC, Paducah, KY, Carol Ballard, (502) 441-6369

PIKETON, OHIO

US DOE, Building X-100

3930 U.S. Route 23 South, Piketon, OH 45661

AGENCY POC, Piketon, OH, Ester Klinebriel, (614) 897-2667

OAK RIDGE, TENNESSEE

US DOE, Downtown Concourse Building

149 Wilson Avenue, Oak Ridge, TN 37831

AGENCY POC, Oak Ridge, TN, Louise Dennis, (615) 574-8877

DEPARTMENT OF TRANSPORTATION (DOT) WASHINGTON, DC US DOT, Ofc of the Sec, Telecommunications Div, Room 2201 400 7th Street, SW, Washington, DC 20590

AGENCY POC, Wash, DC, Ted Oliver, (202) 366-2442

CAMBRIDGE, MASSACHUSETTS

US DOT, Volpe Nat Trans Sys Ctr, Kendall Sq, Bldg 1, Room 345 55 Broadway, Cambridge, MA 02142 AGENCY POC, Cambridge, MA, Mike Sirianni, (617) 494-2245

ENVIRONMENTAL PROTECTION AGENCY (EPA)

Agency Point of Contact (Booking) for all EPA Locations: Ms. Rosemary DiRienzo, (202) 260-3763

WASHINGTON, DC (4 ROOMS)

WATERSIDE MALL (WSM), WASHINGTON, DC US EPA HQ, Waterside Mall 3307 401 M Street, SW, Washington, DC 20460

EMERGENCY RESPONSE CENTER, WSM, WASHINGTON, DC US EPA HQ, Room C310 401 M Street, SW, Washington, DC 20460

ADMINISTRATORS CONFERENCE ROOM, WEST TOWER, WASHINGTON, DC US EPA HQ, West Tower, Room 1103 401 M Street, SW, Washington, DC 20460

FAIRCHILD BUILDING, WASHINGTON, DC US EPA, Fairchild Building, 8th Floor, GAD Room 499 South Capital Street, SW, Washington, DC 20024

SAN FRANCISCO, CALIFORNIA US EPA 75 Hawthorne Street, San Francisco, CA 94105

DENVER, COLORADO (2 ROOMS) DENVER, COLORADO US EPA, 8PM-CC, Region 8 999 18th Street, Denver, CO 80202

DENVER, COLORADO US EPA, NEIC, Denver Federal Building, Building 53 Box 25227, Denver, CO 80225

ATLANTA, GEORGIA US EPA 345 Courtland Street, NE, Atlanta, GA 30365

CHICAGO, ILLINOIS US EPA, MD-5MI-16 230 South Dearborn Street, Chicago, IL 60604

KANSAS CITY, KANSAS US EPA 726 Minnesota Avenue, Kansas City, KS 66101

BOSTON, MASSACHUSETTS US EPA, PCT, JFK Federal Building 1 Congress Street, Boston, MA 02203

LAS VEGAS, NEVADA US EPA, Computer Sciences Corporation P.O. Box 93478, Las Vegas, NV 89193-3478

EDISON, NEW JERSEY US EPA, ERT, Building 18 2890 Woodbridge Avenue, Edison, NJ 08837

NEW YORK CITY, NEW YORK US EPA, Jacob K. Javits Building, Room 437B 26 Federal Plaza, New York, NY 10278

RESEARCH TRIANGLE PARK, NORTH CAROLINA (2 ROOMS) RESEARCH TRIANGLE PARK, NORTH CAROLINA Administration Building, US EPA, MD-41 79 Alexander Drive, Research Triangle Park, NC 27701

DURHAM, NORTH CAROLINA
US EPA, MD-31, Mutual Building, 10th Floor
Research Triangle Park, NC 27711
-CINCINNATI, OHIO
US EPA, MD-291
26 West Martin Luther King, Cincinnati, OH 45268
-ADA, OKLAHOMA
US EPA
P.O. Box 1198, Ada, OK 74820
-PHILADELPHIA, PENNSYLVANIA
US EPA, IRMB-3PM50
841 Chestnut Street, Philadelphia, PA 19107

DALLAS, TEXAS

US EPA, 1st Interstate Bank Bldg, 12th Floor, Suite 1200 1445 Ross Avenue, Dallas, TX 75202

SEATTLE, WASHINGTON

US EPA, MD-144

1200 6th Avenue, Seattle, WA 98101

HEALTH AND HUMAN SERVICES (HHS) - HEALTH CARE FINANCE ADMINISTRATION (HCFA)

Agency Point of Contact for both HHS locations: Martia Whelchel or Alfred Jones, (410) 966-4173

WASHINGTON, DC

HHS HO, Room 335 G1

200 Independence Avenue, SW, Washington, DC 20001

BALTIMORE, MARYLAND

HFCA Headquarters, Room 562, East Highrise Building 6325 Security Blvd, Baltimore, MD 21207

UNITED STATES ARMY CORPS OF ENGINEERS (COE)

Agency Point of Contact for all COE Locations:

Tony Bruner, (202) 272-0740

WASHINGTON, DC (2 ROOMS)

WASHINGTON, DC

COE Headquarters, USAGE R&D, Room 6208

20 Massachusetts Avenue, NW, Washington, DC 20314-1000

WASHINGTON, DC

COE Headquarters, USAGE IM Conference Rm, Room 5226-C 20 Massachusetts Avenue, NW, Washington, DC 20314-1000

MOBILE, ALABAMA

COE, 3rd Floor, Room 3000D

109 Saint Joseph Street, Mobile, AL 36628-0001

ATLANTA, GEORGIA

COE, M.L. King Federal Building, Basement Conference Room 77 Forsyth Street, Atlanta, GA 30335-6801

SAVANNAH. GEORGIA

COE, 2nd Floor, Savannah Room

100 West Oglethorpe, Savannah, GA 31402-0889

CHAMPAIGN, ILLINOIS

COE, Building 1, 1st Fl Conf Rm, USA Const Eng Research Lab 2902 Newmark Drive, Interstate Res Pk, Champaign, IL 61824-4005

ABERDEEN PROVING GROUNDS, MARYLAND

COE, Bldg E4460, 1st Fl Conf Rm, USA Toxic & Hazardous Mat Agy Aberdeen Proving Grounds, MD 21010-5401

VICKSBURG, MISSISSIPPI

COE, Building 1000, Tng Rm 2, USA Waterways Experiment Station 3909 Halls Ferry Road, Vicksburg, MS 39180-6199

HANOVER, NEW HAMPSHIRE

COE, US Army Cold Regions Research, Room 286E 72 Lyme Road, Hanover, NH 03755-1290

FORT BELVOIR, VIRGINIA

COE, Building 2592, USA Engineer Topographic Lab Lib, Rm A-22B Telegraph and Leaf Road, Ft. Belvoir, VA 22060-5546

HUNTINGTON, WEST VIRGINIA

COE, Federal Building, Room 6409 502 8th Street, Huntington, WV 25701-2070

FTS2000 NETWORK B - VIDEO TELECONFERENCE LOCATIONS (BY AGENCY)

GENERAL SERVICES ADMINISTRATION (GSA)

Agency Point of Contact for all GSA Locations: Mark Spencer, (202) 501-1788

ATLANTA, GEORGIA

Room 1940C

401 West Peachtree Street, NW, Atlanta, GA 30365-2550

AUBURN, WASHINGTON

Room 1005, GSA Center

15th and C Streets, SW, Auburn, WA 98002

BOSTON, MASSACHUSETTS

Room 901

10 Causway Street, Boston, MA 02222

CHICAGO, ILLINOIS

Room 3370

230 South Dearborn Street, Chicago, IL 60604

DENVER, COLORADO

Room 157, Bldg 41

Denver Federal Center, Denver, CO 80225

FORT WORTH, TEXAS

Room 7A05

819 Taylor Street, Fort Worth, TX 76102

KANSAS CITY, MISSOURI

Payroll Conference Room

1500 East Bannister Road, Kansas City, MO 64131

NEW YORK CITY, NEW YORK

Room 18-130A

26 Federal Plaza, New York, NY 10278

PHILADELPHIA, PENNSYLVANIA

Room 803

100 Penn Square East, Philadelphia, PA 19107

SAN FRANCISCO, CALIFORNIA

Nevada Room

525 Market Street, San Francisco, CA 94105

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DOD-ARMY, USA Chem & MP Ctr, ATTN: ATZN-PTS-D,Tng Service Center Fort McClellan, AL 36205-5000 AGENCY POC, Becky Turner or SPC Mohler, (205) 848-6392

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DOD-ARMY, HQ USA Info Sys Cmd, ATTN: ATZS-PTV, VI/Tng Spt Center Fort Huachuca, AZ 85613-6000

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DOD-ARMY, USA National Training Ctr, ATTN: AFZJ-PTC, Tng Spt Div Fort Irwin, CA 92310-5000 AGENCY POC, Liz Robertshaw, (619) 386-5771/3002

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DOD-ARMY, US Army Info Sys Cmd - LABCOM, ATTN: ASQNC-LAB-V 2800 Powder Mill Road, Adelphi, MD 20783-1197 AGENCY POC, Lenore Simons or Joe Corello, (301) 394-2767

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DOD-ARMY, Natick Research & Dev Ctr, US Army Info Sys Cmd-Natick Kansas Street, Natick, MA 01760-5000 AGENCY POC, Rich Walnus, (508) 651-5347/4021

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DOD-ARMY, HQ XVIII Airborne, ATTN: AFZA-DPT-A, Tng Spt Ctr G3 TSC Fort Bragg, NC 28307-5000 AGENCY POC, Dave Hicks, (919) 396-9802/9849

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4501 Ford Avenue, Alexandria, VA 22302-1449

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- DOD-ARMY, US Army Material Command, AM-AMCA 5001 Eisenhower Avenue, Alexandria, VA 22333-0001

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AGENCY POC, Elaine Bennett, (401) 841-1224

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75 Hawthorne Street, San Francisco, CA 94105 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

GSA, Nevada Room

525 Market Street, San Francisco, CA 94105

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US EPA, NEIC, Denver Federal Building, Building 53 Box 25227, Denver, CO 80225 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

GSA, Room 157, Bldg 41 Denver Federal Center, Denver, CO 80225 AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

USDA National Computer Center, Credit Bldg, Room 133 3825 East Mulberry Street, Fort Collins, CO 80524 AGENCY POC, OIRM, Nat Comp Ctr, Sherman Gallatin, (303) 498-2000

DOD-AIR FORCE, SDIO-Falcon AFB, SA-FALC1, Bldg 720, Room 1122 Falcon Air Force Base, CO 80912-5000 AGENCY POC, Jan Jones or Jerry Sargent, (719) 380-2425

DOD-ARMY, HQ 4TH Inf Div (M), ATTN: AFZC-DT-ST, Tng Spt Center Fort Carson, CO 80913-5000 AGENCY POC, Claudean Brooks, (719) 579-5162

DOD-NAVY, Naval Undersea War-Det New London, Code 702, Bldg 103 New London, CT 06320-5594 AGENCY POC, Elaine Bennett, (203) 440-6535

HHS HQ, Room 335 G1 200 Independence Avenue, SW, Washington, DC 20001 AGENCY POC, For HHS locations, Martia Whelchel, (410) 966-4172

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-USDA HQ, South Bldg, Room 1609
14th Street & Independence Avenue, SW, Washington, DC 20250
AGENCY POC, Ofc of Public Affairs, Rick McManey, (202) 720-5368
-DOD-ARMY, USA Visual Info Ctr, ATTN: ASQNV-APM, Room 5A462
Pentagon, Washington, DC 20310-4800
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DOD-ARMY, Defense Telecommunications Svc-Wash, Rm 1A330, Pentagon Pentagon, Washington, DC 20310 AGENCY POC, Dorrinda Epps or Carolyn Pruitt, (703) 697-2223

DOD-ARMY, HQ DA Reservation Center, Room BF741C, Pentagon Pentagon, Washington, DC 20310 AGENCY POC, Karen Hammonds, (703) 697-8868

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DOD-AIR FORCE, SDIO-The Pentagon, Room 1E1049, SA--PGEN Pentagon, Washington DC 20310 AGENCY POC, Ray Marquardt or Dave Jenkins, (703) 697-6099

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GSA, National Capitol Region (NCR), Room 4027 7th and D Streets, SW, Washington, DC 20407 AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

-US EPA HQ, Waterside Mall 3307
401 M Street, SW, Washington, DC 20460
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-US EPA HQ, Room C310
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-US EPA HQ, West Tower, Room 1103
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AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

US DOT, Office of the Secretary, Telcom Div, Room 2201 400 7th Street, SW, Washington, DC 20590 AGENCY POC, Wash, DC, Ted Oliver, (202) 366-2442

DOD-NAVY, Naval Aviation Depot-Jacksonville Jacksonville, FL 32212-0016 AGENCY POC, Nancy Hall or Claire Smith, (904) 772-3193

DOD-NAVY, Naval Surface Warfare Ctr, Coastal Sys Stat, Bldg 469 Panama City, FL 32407-5000 AGENCY POC, Laurie Olshefski or Tracey Mylan, (904) 234-4465

DOD-AIR FORCE, SDIO-Eglin AFB, SA--EGLN Eglin Air Force Base, FL 32542-5000 AGENCY POC, Randy Saydam or William Creekmore, (904) 882-9832

DOD-AIR FORCE, SDIO-Patrick AFB, SA--PTRK Patrick Air Force Base, FL 32925-5152 AGENCY POC, Gary Scruggs or Tim Fletcher, (407) 256-2552

DOD-ARMY, US Army Forces Cmd, ATTN: AFZK-PTM-T, Tng Spt Center Fort McPherson, GA 30330-5000 AGENCY POC, Ron Nash or C.R. Sconiers, (404) 669-7015/7055

COE, M.L. King Federal Building, Basement Conference Rm 77 Forsyth Street, Atlanta, GA 30335-6801 AGENCY POC, For all COE Locations, Tony Bruner, (202) 272-0740

US EPA

345 Courtland Street, NE, Atlanta, GA 30365 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

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401 West Peachtree Street, NW, Atlanta, GA 30365-2550 AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

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AGENCY POC, Al Bostic or "Ski" Loshniowski, (404) 791-6294

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Robins Air Force Base, GA 31098-5000

AGENCY POC, Sheree Merritt or Linda Gilliam, (912) 926-3637

-DOD-ARMY, HQ 24TH Mech Div, ATTN: AFZP-DTA, Training Spt Center Fort Stewart, GA 31314-5000

AGENCY POC, Terry Johnson, (912) 767-3025

COE, 2nd Floor, Savannah Room 100 West Oglethorpe, Savannah, GA 31402-0889 AGENCY POC, For all COE Locations, Tony Bruner, (202) 272-0740

DOD-ARMY, US Army Infantry Center, ATTN: ATZB-PTS-A, TSC Fort Benning, GA 31905-5273 AGENCY POC, Mr Ammons/Sgt Pushic/SPC Fullem, (404) 545-7045/5552

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US EPA, MD-5MI-16 230 South Dearborn Street, Chicago, IL 60604 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

GSA, Room 3370 230 South Dearborn Street, Chicago, IL 60604 AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

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COE, Bldg 1, 1st Fl Cf Rm, USA Eng Research Lab 2902 Newmark Dr, Interstate Rcsh Pk, Champaign, IL 61824-4005 AGENCY POC, For all COE Locations, Tony Bruner, (202) 272-0740

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-DOD-ARMY, USA Fin & Acc Ctr, ATTN: ATZI-SP-TASC, Building T-474 Fort Benjamin Harrison, IN 46216-5300 AGENCY POC, Garry Lyons or Brett Moore, (317) 543-7767 -DOD-NAVY, Naval Air Warfare Center, Aircraft Div-Indy, NAC-INDY Indianapolis, IN 46219-2189 AGENCY POC, Linda Castor/Carol Moore/Linda Lynch, (317) 351-4832 -DOD-ARMY, USA Combined Arms Center, ATTN: ATZL-SWY, Building 77 Fort Leavenworth, KS 66027-7220 AGENCY POC, Jean Perez or Pam Crume, (931) 684-2662

US EPA

726 Minnesota Avenue, Kansas City, KS 66101 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

DOD-ARMY, HQ 1st Inf Div, ATTN: AFZN-PTM-TS, Tng Support Center Fort Riley, KS 66442-6581 AGENCY POC, Dean Genschorck, (913) 239-4231/3974

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US DOE, Building C-100 Paducah, KY 42001 AGENCY POC, Paducah, KY, Carol Ballard, (502) 441-6369

DOD-ARMY, HQ 101ST Div, ATTN: AFZB-PTM-TSC, Tng Spt Ctr G3/DPTM Fort Campbell, KY 42223-1295 AGENCY POC, Sam Zackery, (502) 798-9091

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-DOD-NAVY, Naval Air Warfare Ctr, Aircraft Div-Patuxet, NATC-PAX Patuxent River, MD 20670-5000
AGENCY POC, Mark Powell, (301) 862-7680
-DOD-ARMY, HQ First Army, ATTN: AFKA-TR-ZI-T, Tng Support Center Fort George G. Meade, MD 20755-7200
AGENCY POC, Chuck Phelps, (301) 677-5501/5756
-DOD-ARMY, US Army Info Sys Cmd - LABCOM, ATTN: ASQNC-LAB-V 2800 Powder Mill Road, Adelphi, MD 20783-1197
AGENCY POC, Lenore Simons or Joe Corello, (301) 394-2767

US DOE, Headquarters 19901 Germantown Road, Germantown, MD 20874 AGENCY POC, DOE HQ, Germantown, MD, Don Jordan, (301) 903-3780

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COE, Bldg E4460, 1st Fl Conf Rm, USA Toxic & Hazardous Mat Agy Aberdeen Proving Grounds, MD 21010-5401 AGENCY POC, For all COE Locations, Tony Bruner, (202) 272-0740

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DOD-ARMY, Natick Research & Dev Ctr, US Army Info Sys Cmd-Natick Kansas Street, Natick, MA 01760-5000 AGENCY POC, Rich Walnus, (508) 651-5347/4021

US DOT, Kendall Sq, Bldg 1, Room 345 55 Broadway, Cambridge, MA 02142 AGENCY POC, Cambridge, MA, Mike Sirianni, (617) 494-2245

US EPA, PCT, JFK Federal Building 1 Congress Street, Boston, MA 02203 AGENCY POC, For all EPA Locations, Ms.DiRienzo, (202) 260-3763

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-COE, Bldg 1000, Tng Rm 2, USA Waterways Experiment Station
3909 Halls Ferry Road, Vicksburg, MS 39180-6199

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-DOD-NAVY, Supervisor of Shipbuilding-Pascagoula, SNAPII, Code 150

Pascagoula, MS 39568-2210

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DOD-ARMY, US Army Aviation System Cmd/Troop Spt Cmd 4300 Goodfellow Boulevard, St. Louis, MO 63120-1798 AGENCY POC, Susan O'Brien or Mona Luebbert, (314) 263-1849

USDA National Computer Center, Room 106 8930 Ward Parkway, Kansas City, MO 64114 AGENCY POC, OIRM, Nat Comp Center, Robert Schrick, (816) 926-2373

GSA, Payroll Conference Room 1500 East Bannister Road, Kansas City, MO 64131 AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

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USDA, Forest Service Federal Building, Missoula, MT 59807 AGENCY POC, USDA Forest Svc, Region 1, Jim Reed, (406) 329-3395

DOD-AIR FORCE, SDIO-Offutt AFB, SA--OFFT Offutt Air Force Base, NE 68113-5000 AGENCY POC, Charles Able, (402) 294-4305/2766

US EPA, Computer Sciences Corporation P.O. Box 93478, Las Vegas, NV 89193-3478 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

COE, Room 286E, USA Cold Regions Research 72 Lyme Road, Hanover, NH 03755-1290 AGENCY POC, For all COE Locations, Tony Bruner, (202) 272-0740

DOD-ARMY, Army Commo Cmd, ATTN: ASQNC-ELC-IS-VI, Vis Info Mgt Ofc Fort Monmouth, NJ 07703-5000

AGENCY POC, Trish Gioggia or Kevin Cieri, (908) 532-7080

-DOD-ARMY, USAISC-DOVER, ATTN: ASQNC-APT-OPV, Picatinny Arsenal Picatinny Arsenal, NJ 07806-5000

AGENCY POC, Madeline Zulauf/Katy Franceschini, (201) 724-6831/2

-DOD-NAVY, Naval Air Warfare Ctr, Aircraft Div-Lakehurst, NAECLKHT Lakehurst, NJ 08733-5000

AGENCY POC, Donna Younkers or Denise Holland, (908) 323-1310

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DOD-AIR FORCE, SDIO-Los Alamos Ntl Lab, TA-3, Bldg 132, Room 331 Los Alamos National Laboratory, PO Box 1663, NM 87545 AGENCY POC, Ronald Smith/Tom Granich/Ginny Caizza, (505) 665-3000

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US EPA, Jacob K. Javits Building, Room 437B 26 Federal Plaza, New York, NY 10278 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

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US EPA, Administration Building, MD-41 79 Alexander Drive, Research Triangle Park, NC 27701 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

US EPA, MD-31, Mutual Building, 10th Floor Research Triangle Park, NC 27711 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

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US EPA

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DOD-NAVY, Naval Air Warfare Ctr, Aircraft Div-Warminster, NA-WAR Warminster, PA 18974-5000
AGENCY POC, Bob Goodyear, (215) 441-2335
-US EPA, IRMB-3PM50
841 Chestnut Street, Philadelphia, PA 19107
AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763
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AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

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DOD-NAVY, Naval Undersea Warfare-Div Newport, Code 702, Bldg 1252 Newport, RI 02841-5047 AGENCY POC, Elaine Bennett, (401) 841-1224

DOD-ARMY, USA Tng Ctr, ATTN: ATZJ-PTM-A, Training Support Center Fort Jackson, SC 29207-5340 AGENCY POC, Curtis Wright, (803) 751-5538

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US DOE, Downtown Concourse Building 149 Wilson Avenue, Oak Ridge, TN 37831 AGENCY POC, Oak Ridge, TN, Louise Dennis, (615) 574-8877

US EPA, 1st Interstate Bank Bldg, 12th Floor, Suite 1200 1445 Ross Avenue, Dallas, TX 75202 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

GSA, Room 7A05 819 Taylor Street, Fort Worth, TX 76102 AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

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AGENCY POC, Curt Voss or Gil Vasquez, (512) 221-8233
-DOD-AIR FORCE, SDIO-Brooks AFB, SA--BRKS
Brooks Air Force Base, TX 78235-5000
AGENCY POC, Karen Shumate or Bob Vincent, (512) 536-2721
-DOD-AIR FORCE, AFMC/AFLC, Kelly AFB, AF-KELL
Kelly Air Force Base, TX 78241-5000
AGENCY POC, Victor Shumate or Maria Cortez, (512) 925-8424/5

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DOD-NAVY, HQ Naval Air Systems Cmd, NA-JP1, Room 558 Crystal City, VA 20361-7140 AGENCY POC, Karen Szczepanski/T. Watson/G. Phelps, (703) 746-0565

DOD-NAVY, HQ Naval Air Systems Cmd, NA-JP2, Room 260 Crystal City, VA 20361-7140 AGENCY POC, Karen Szczepanski/T. Watson/G. Phelps, (703) 746-0565

DOD-ARMY, USA R & D Ctr Ofc, ATTN: ASQNK-BVP, VI Br, Dir Info Mgt Fort Belvoir, VA 22060-5123 AGENCY POC, Allan Berry, (703) 805-3278/9

COE, Bldg 2592, Room A-22B, USA Engineer Topographic Lab Lib Telegraph and Leaf Road, Fort Belvoir, VA 22060-5546 AGENCY POC, For all COE Locations, Tony Bruner, (202) 272-0740

USDA Forest Service, 7th Floor, Room 703 1621 North Kent Street, Rosslyn, VA 22193 AGENCY POC, USDA Forest Service, HQ, Karen Obye, (703) 235-3125

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DOD-NAVY, AEGIS Program Office, AEGISHO1, NC Bldg 2, Rm 10W45 Crystal City, VA 22202 AGENCY POC, Jean Maria or Maggie Oasen, (703) 602-1978/76

-DOD-NAVY, Space and Naval Warfare Sys Cmd, Bldg CPK5, Room 1103 Crystal City, VA 22202 AGENCY POC, Suzanne Johnson, (703) 602-6715 -DOD-ARMY, Army National Guard Bureau, ATTN: NGB-ISA-S (VI)

4501 Ford Avenue, Alexandria, VA 22302-1449 AGENCY POC, CPT Stone, (703) 756-2376

-DOD-ARMY, US Army Material Command, AM-AMCA

5001 Eisenhower Avenue, Alexandria, VA 22333-0001

AGENCY POC, Tom Hayes or Fran Bostic, (703) 274-4585/4752

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GSA, Room 1005, GSA Center 15th and C Streets, SW, Auburn, WA 98002 AGENCY POC, For all GSA Locations, Mark Spencer, (202) 501-1788

US EPA, MD-144 1200 6th Avenue, Seattle, WA 98101 AGENCY POC, For all EPA Locations, Ms. DiRienzo, (202) 260-3763

DOD-NAVY, Naval Undersea Warfare Ctr Station-Keyport, AE-KYPT1 Keyport, WA 98345-5000 AGENCY POC, Patty Jones or Carol Rahm, (206) 396-2216

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COE, Federal Building, Room 6409 502 8th Street, Huntington, WV 25701-2070 AGENCY POC, For all COE Locations, Tony Bruner, (202) 272-0740